



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of: ) Confirmation No. 1577  
Michael P. LILLY )  
Serial No.: 09/690,566 ) Group Art Unit: 3623  
Filed: Oct. 17, 2000 )  
 ) Examiner: M. Irshadullah  
 ) Atty. Dkt. No.: 119645.00102  
 )

For: SYSTEM AND METHOD FOR DETERMINING AND REDUCING  
CUSTOMER SERVICE IMPACT

**AMENDMENT**

December 20, 2004

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated June 21, 2004, kindly amend the above-identified patent application as follows:

**Amendments to the Specification** begin on page 2 of this paper.

**Listing of Claims** begin on page 5 of this paper.

**Remarks/Arguments** begin on page 12 of this paper.